

Be...

Learning & Development Being an Effective Councillor *'Future Proofing for Councillors'*

Directory



Personal Effectiveness - Interpersonal Effectiveness

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*Faultless professionalism and
high standards. '*



Be...

Be calm. Be happy. Be curious. Be decisive. Be excellent. Be thoughtful. Be responsible. Be an inspiration. Be a good listener. Be goal orientated. Be willing to learn. Be great. Be the best. Be positive. Be a leader. Be focussed. Be proactive. Be considerate. Be objective. Be productive. Be an achiever. Be alert. Be fair. Be determined. Be a great team. Be the first choice. Be diverse. Be relaxed. Be confident. Be mindful. Be strategic. Be self-aware. Be motivated. Be a motivator. Be...

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Welcome

In 2012 the Be... trading name was created. The purpose was and continues to be the delivery of quality learning and development dedicated to supporting the development of confident and effective people and organisations. To be the best they can be...

Why choose Be...

Seminars, consultancy and other interventions are built upon a foundation of extensive organisational and business experience combined with academic study and continuous professional development. This powerful blend means that learning is established in reality, relevant, engaging and creates a shared experience.

Fees, terms and conditions are clear, realistically presented and highly competitive so creating a business relationship founded on trust and understanding.

In-house delivery means that seminars, consultancy and interventions have emphasis and content styled to your needs and bespoke solutions are designed and developed to meet your particular requirements. In-house solutions also provided the practical advantages of minimising your time and costs.

Flexibility. Recognising the pressure and special requirements of Councillors and the teams that support them, provision can be agreed for any day of the week (this includes Saturday and Sunday) and at times to fit needs.

Delivery across the UK and with an international touch. Solutions have been delivered across sectors and for international organisations.

Consultancy and special interventions are provided for when you need to address specific issues or for those occasions when there may be only one or two people who need a period of practical time spent in developing knowledge, skill, awareness.

Professionalism and excellence are assured under Codes of Conduct. Membership of the Chartered Institute of Personnel and Development, the Society for Education and Training and the British Psychological Society so you can be confident that interactions and service are delivered with integrity.

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*First class presentation skills;
the sort that make a positive
difference for her learners.'*



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*If preferred, these sessions can be combined for attendance by both the Mentor and Mentee

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∴ demonstrates sensitivity to needs and problems of others and has built a reputation of being approachable and capable but also wise and highly professional.'



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Personal Effectiveness Being an Effective Councillor: Ways of strengthening and sustaining personal resilience

*Investing your time in training:
This seminar/course counts towards agreed hours of
Continuous Professional Development (CPD)*

About the Seminar/Course:

Being an elected Member can be tough: the public profile, credibility and expectations placed upon elected Members are numerous, requiring the maintenance of high levels of energy and performance. Carrying out multiple roles and working with a variety of people and managing a variety of different roles and situations (not to mention getting the work-life balance' right) requires resilience.

Personal resilience is about maintaining a sense of wellbeing, being mentally strong, effectively meeting different demands and performing at one's best on behalf of individuals, communities as well as being an effective leader. This is a very practical seminar that will provide each participant with methods and helpful ideas to manage the pressures they face and enable them to be able to maximise the positive aspects of being an elected Member.

This will be an interactive session with plenty of opportunity for discussion and sharing experiences.

Designed for:

This seminar will be of value to all elected members irrespective of their position within their local authority.

Participants will learn:

- Of the circumstances that undermine resilience and the effects upon the person
- To consider risks & threats causing psychological distress
- About resilience and its relationship to personal stress
- About the importance of behaviour, relationships and building support
- Ways to strengthen personal resilience

RESILIENCE - A TOP SELLING COURSE!

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Personal Effectiveness. Being an Effective Councillor Mentoring for Councillors. Mentee Skills

*Investing your time in training:
This seminar/course counts towards agreed hours of
Continuous Professional /Personal Development (CPD)*

About the Seminar/Course:

Mentoring refers to a process whereby a more experienced person assists someone and is willing to share his/her knowledge with someone in a relationship of mutual trust. It is a practice that has been taking place since the time of the ancient Greeks and subsequently studies of formal mentoring programmes have concluded that it is an effective form of learning and serves many uses.

Evidence suggests that mentoring brings a range of benefits to the Mentor the Mentee and organisations where it provides a real-life cost effective learning experience. However, in achieving success it has been cited that it is important that both Mentors and Mentees receive relevant training.

Mentees play an active role in the success of the mentoring process and the mentoring relationship. Mentees need to demonstrate a range of skills and attributes which require application and self-awareness.

This short course is intended to heighten understanding and work towards developing such attributes by using a range of appropriate learning methods. There will also be an opportunity to share and build upon existing experience.

Designed for:

The seminar/course is designed for all Councillors irrespective of their political views.

Participants will learn:

- The benefits of mentoring for Mentees, the Mentor and the Council
- How adults learn and how to develop personal learning styles
- To recognise the qualities knowledge and skills of a successful Mentee
- To develop personal objectives, create and maintain personal learning records
- To recognise the factors that influence a successful mentoring programme
- How to receive feedback

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Personal Effectiveness. Being an Effective Councillor Time Management and Effectual Coping Skills

*Investing your time in training:
This seminar/course counts towards agreed hours of
Continuous Professional/Personal Development (CPD)*

About this short seminar/course:

The role of an elected Councillor demands effectiveness in an ever changing world which can be hampered by constraints but equally charged with increasing demands. Given these factors it is important that Councillors maximise the time available through heightened self-awareness and the use of high level skills.

This short interactive seminar/course is suitable for managing pressure at all levels, whether in the local authority, at home or delivering results for the community. The seminar/course will explore different approaches and techniques to manage oneself, goals and situations and make the best use of time.

During the seminar/course appropriate tools and exercises will be used to develop understanding and skills while enjoying the opportunity to discuss, contribute and build upon shared experiences.

Designed for:

The seminar is designed for individuals to participate in a supportive environment. This seminar will be of value to all elected members irrespective of their position within the authority.

Participants will learn to:

- Recognise the difference between simply coping and effective coping skills
- Identify personal effectiveness in managing time
- List those things that waste time
- Identify ways to save time
- Plan goals and organise activities
- Make the best use of time management techniques and approaches to suit individual needs

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Interpersonal Effectiveness Being an Effective Councillor: Influencing Skills for Councillors

*Investing your time in training:
This seminar/course counts towards agreed hours of
Continuous Professional/Personal Development (CPD)*

About the Seminar/Course:

Being a Member you are set apart from others because your position of power is always visible. However, in a world where people can be distrustful of those who seek and hold power and where people are becoming accustomed to challenging officialdom holding the position of a Councillor does not automatically confer authority, control or action. In addition, working relationships with fellow Councillors who hold an equal position of power are crucial in pushing through proposals, achieving results and setting strategy and policy. Therefore, this seminar has been designed to develop knowledge, skill and understanding of the art and methods of influencing and persuading others in order to gain cooperation, support, and commitment. By the end of the seminar Councillors will have heightened awareness and increased ability in communicating and achieving successful outcomes while retaining the respect and trust of others.

This will be an interactive session with plenty of opportunity for discussion, exploring concepts, swapping ideas, obtaining advice and sharing the experiences of each other.

Designed for:

This seminar will be of value to all elected Members irrespective of their position within the Council.

Participants will learn:

- To define ethical influencing skills
- About the interplay between the use of power, persuasion and influencing skills
- To recognise underpinning elements intrinsic to the effective use of power and influence
- Of methods for enhancing positive personal influence

INFLUENCING SKILLS - A TOP SELLING COURSE!

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Interpersonal Effectiveness Being an Effective Councillor Resilience – Having Difficult Conversations and Delivering Bad News

*Investing your time in training:
This seminar/course counts towards agreed hours of
Continuous Professional/Personal Development (CPD)*

About this Seminar/Course:

For all of us life can sometimes demand courage and present challenges when faced with difficult decisions and changing circumstances.

Elected Members carry additional demands as they play a critical leadership role in leading others through testing and changing times. This means that there are occasions when having difficult conversations and giving bad news are unavoidable. Whether in a one-to-one situation or organisational wide, being the bearer of such news is when a leader's ability and character is truly tested. Therefore, the content of this programme will heighten awareness of personal resilience and enhance approach and skills in meeting the needs of communities, organisations and individuals when having difficult conversations and delivering bad news.

Designed for:

All Councillors irrespective of their political views.

Participants will be able to:

- Effectively prepare to have difficult conversations and deliver bad news
- Recognise appropriate ways to communicate with people in different situations
- Identify the knowledge, skills and approach to deliver bad news professionally
- To cope with difficult conversations and bad news
- Work towards positive outcomes for all parties and move forward

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Interpersonal Effectiveness Being an Effective Councillor Member – Officer Relations

*Investing your time in learning & development:
This event counts towards agreed hours of
Continuous Professional/Personal Development (CPD)*

About this short Seminar/Course:

Both Members and Officers are public servants who have a mutually dependant roles. However, in serving the public good, maintaining public respect for the local council and demonstrating high standards and propriety it is essential that boundaries between the positions and roles of Members and Officers are recognised and adhered to. In addition, mutual respect is essential to achieving goals and outcomes. To this end Nolan published Seven Principles of Public Life and councils are required to determine a local Code of Conduct.

This short session will examine good practice and discuss suitable behaviour in resolving and maintaining effective working partnerships and relationships.

Designed for:

The event is designed for all Councillors irrespective of their political views.

Participants will be able to:

- Develop good working relationships with fellow Members and Officers
- Value difference
- Engage in appropriate behaviour to ensure good and effective Member – Officer relations

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Interpersonal Effectiveness Being an Effective Councillor Interpersonal and Group Effectiveness

*Investing your time in learning & development:
This event counts towards agreed hours of
Continuous Professional/Personal Development (CPD)*

About the Seminar/Course:

This seminar has been designed to include the following areas:

- Constructive challenging
 - Behaviours
 - The use of language – what to say and what not to say
- Partnership working skills

There are many advantages of interpersonal and group cohesion both at an individual level and to the benefit of effective and productive relationships

Individuals

- ✓ Feel calm and in control
- ✓ Develop communication skills which lead to greater understanding
- ✓ Confidence is increased

Groups

- ✓ Develop a common vision, respect and values leading to a shared sense of accomplishment
- ✓ Conflict is diminished
- ✓ Success is heightened, people can grow

The manner of group characteristics and the nature of human behaviour mean that inappropriate conduct and attitudes may sometimes manifest themselves while individuals may occasionally experience different viewpoints and conflict. However, mutual understanding, support and respect can be developed by recognising personal responsibility, accountability and an appreciation of each other's roles, strengths, talents and skills

Therefore, this short seminar/course is intended to heighten awareness and address the areas shown by exploring behaviour and the effect of norms and actions on individuals and on the group. In turn the event shifts to consider the future and build group empowerment by determining desired norms, promoting positive behaviour and recognising roles and responsibilities in creating effective and successful partnerships and culture.

This short seminar is intended to heighten understanding and work towards developing such attributes by using a range of appropriate learning methods. There will also be an opportunity to share and build upon existing experience.

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Designed for:

Cabinet, Groups and Councillors who need to work in association together

Participants will be able to:

- Recognise the reasons for people's behaviour
- Analyse the advantages of collaborative working
- Identify conditions, cause, effects and consequence of inappropriate behaviour
- List appropriate and positive skills and attitudes
- Identify personal roles and responsibilities
- Develop ways to move forward

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Interpersonal Effectiveness. Being an Effective Councillor Respecting Diversity. Introductory Awareness (Incorporating Harassment & Bullying)

*Investing your time in learning & development:
This event counts towards agreed hours of
Continuous Professional/Personal Development (CPD)*

About the Seminar/Course:

Ethical behaviour in the conduct of business in the service of local government and local communities is a top priority for Councillors and forms the bedrock for all interactions. A focus on equality and diversity has a positive benefit at all levels.

When organisations and individuals fail to comply, the costs can be high: Aside from legal costs there are hidden harmful costs which cannot be quantified including damage to the reputation of individuals and to the public image and reputation of the council. In turn this has a destructive effect upon the psychological wellbeing of individuals and groups, the loyalty of employees, the trust of customers, the wider community and others.

Therefore, this short seminar/course is intended to heighten awareness and address the areas shown by first understanding the cause and effects of behaviour and cultural norms. In turn the seminar/course shifts to considering and promoting positive behaviour and the roles and responsibilities of Councillors in contributing to an effective and successful culture.

A range of appropriate learning methods will be incorporated into the programme including opportunities to share and build upon existing experience.

Designed for:

All Councillors

Participants will be able to:

- Recognise the building blocks key to fully functioning organisations
- Develop understanding of the reasons for people's behaviour
- Comprehend fundamentals concerning prejudice, stereotyping, bias and discrimination
- Have an insight into concepts and terms, such as direct/indirect discrimination, etc.
- Examine harassment and bullying – conditions, cause, effects and consequence
- Recognise moral responsibility and that under equalities legislation in setting standards of behaviour

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Interpersonal Effectiveness Being an Effective Councillor Mentoring Skills: The Role of the Mentor

*Investing your time in training:
This seminar counts towards agreed hours of
Continuous Professional/Personal Development (CPD)*

About the Seminar/Course:

This seminar is designed to prepare individuals in their role as Mentors.

Mentoring refers to a process whereby a more experienced person assists someone and is willing to share his/her knowledge with someone of less experience in a relationship of mutual trust. It is a practice that has been taking place since the time of the ancient Greeks and subsequently studies of formal mentoring programmes have concluded that it is an effective form of learning.

Mentoring serves many uses:

- To support development particularly during times of change, where it can be implemented to help maintain morale and motivation and create a sense that people are valued.
- To enable individuals to take greater responsibility for personal and professional development where they are looking to enhance performance and increase their effectiveness.
- To enable those new into a role to extend existing skills and develop new skills

Evidence suggests that mentoring brings a range of benefits to the Mentor the Mentee and organisations where it provides a real-life cost-effective learning experience. However, in achieving success it has been cited that it is important that both Mentors and Mentees receive relevant training.

Mentors need a range of qualities, knowledge and skills including flexibility, the ability to provide support an understanding of adult development and possession of essential listening skills. In turn, Mentees must also play an active role in the success of the mentoring process and relationship.

This programme is intended to heighten understanding and work towards developing such attributes by using a range of appropriate learning methods. There will also be an opportunity to share and build upon existing experience.

Designed for:

Councillors who are undertaking a formal mentoring role.

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Participants will be able to:

- What is meant by the term Mentoring
- The benefits of mentoring for Mentees, the Mentor and the Local Authority
- How adults learn and the barriers to participation
- Of the knowledge and skills used by Mentors
- Of the role of the Mentee
- To recognise the qualities and attributes of a successful Mentor
- About the structure of the mentoring process
- To recognise problems that may arise during a mentoring programme
- To recognise the factors that influence a successful mentoring programme

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Interpersonal Effectiveness Being an Effective Councillor: Dealing with Difficult People

*Investing your time in training:
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About the Seminar/Course:

Being an elected Councillor demands high levels of interpersonal and communication skills at all levels and with a diverse range of people. For example:

- Political groups and across political boundaries
- With local citizens and the general public
- During representative roles with outside bodies, boards and national groups

In being an effective Councillor and a positive force for the community it is necessary to deal effectively with people and the behaviours that they display. It is important to respond rather than react to difficult people and challenging situations. Equally, it is important for personal mental wellbeing to develop a sense of self-awareness and understanding of the influences upon how people think and interact.

This interactive seminar/course will heighten awareness, increase confidence and understanding in dealing with difficult people and support the development of skills and techniques to apply across different situations.

During the seminar/course appropriate tools and exercises will be used to develop understanding and interpersonal skills while enjoying the opportunity to discuss, contribute and build upon shared experiences.

Designed for:

The seminar is designed for individuals to participate in a supportive environment. This seminar will be of value to all elected Members irrespective of their position within the authority.

Participants will be able to:

- Identify types of difficult behaviour
- Identify those factors that contribute to difficult behaviour
- Adapt personal response to dealing with difficult people
- Recognise and apply different approaches to dealing with difficult people

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Interpersonal Effectiveness Being an Effective Councillor Public Speaking/Presentation Skills

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About the Seminar/Course:

Public speaking is commonly acknowledged as one of the top ten fears for many people. Emotions which have been described as anxiety and loathing of public speaking have been a factor to be overcome by many notable public figures. However, while it might be regarded as potentially ruinous, public speaking/making a presentation also offers great opportunities as it can allow the chance to demonstrate leadership, win support, present ideas and open doors

By attending and participating in this event the potential benefits to be gained are that it:

- Adds to personal skill set
- Provides a core management and leadership skill, essential for community leaders at any level
- Confidence and sense of achievement is increased
- May provide an aid to general development, particularly as individuals are increasingly required to make presentations

Designed for:

The contents are intended to heighten understanding and work towards developing skills by using a range of appropriate learning methods. There will also be an opportunity to share and build upon experience. This seminar will be of value to all elected Members irrespective of their position within the authority.

Participants will be able to:

- Approach the opportunity of public speaking/giving a presentation with intelligence
- Define what makes a good speech/presentation
- Set objectives for the speech/presentation
- Construct a plan to aid the speech/presentation
- Select & structure material into a logical sequence
- Control nerves and increase confidence
- Prepare & deliver a short presentation to achieve results

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Jacqueline Mansell Founder & Owner of Be...

Jacqueline Mansell MA., BSc (Hons)., CPsychol. FSET and Chartered FCIPD

Jacqueline is a professional personal development, management, training management facilitator and trainer with over 25 years' experience in these disciplines. In addition, Jacqueline provides team/group development and bespoke interventions. She has a strong track record working in the field of learning and development and with Councillors where for many years her position involved setting strategy and policy and designing development programmes. Jacqueline has been an ambassador and a Chair for Member development and holds a post as an Associate in the development of local government.

Jacqueline has delivered development seminars/courses for Councillors at all levels and across the political sphere. She has worked with Members representing Councils across the country and is committed to supporting Councillors to strengthen their ability to serve the community whatever their role or position.

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*Anyone working in partnership
with Jacqui will be pleased to
have her on board.'*



Be...

Be calm. Be happy. Be curious. Be decisive. Be excellent. Be thoughtful. Be responsible. Be an inspiration. Be a good listener. Be goal orientated. Be willing to learn. Be great. Be the best. Be positive. Be a leader. Be focussed. Be proactive. Be considerate. Be objective. Be productive. Be an achiever. Be alert. Be fair. Be determined. Be a great team. Be the first choice. Be diverse. Be relaxed. Be confident. Be mindful. Be strategic. Be self-aware. Be motivated. Be a motivator. Be...

Personal Effectiveness – Interpersonal Effectiveness

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Values & Promise to You

Learning and development represent an investment both in time and resources. Therefore, everything that is carried out for you is delivered with the purpose of supporting both individuals and organisations to be confident, effective and productive. Making a positive contribution to society and future proofing for you.

Values & Promise to You

To:

- be honest, fair and accurate and prevent unrealistic expectations
- treat people with respect, dignity and courtesy
- contribute to the achievement of results within the context of the environment
- maintain high standards of competence through continuous professional development

Learning and development should:

- have a lasting positive impact
- be empowering and support self-determination, while recognising personal and other circumstances
- encourage reflection
- be delivered in a physical and psychologically safe and comfortable environment
and
- learners should be supported in appropriately applying knowledge, skills and different approaches

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Please note the content of the titles shown in this directory provide a guide and may be adapted to reflect the learning styles and needs of participants and to accommodate unforeseen or other circumstances.

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